



Government Travel Card Transition Update

The Defense Travel Management Office

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Government Travel Charge Card Contract Ending

The U.S. General Services Administration (GSA) SmartPay® program office currently manages five contracts with charge card providers: Bank of America, JP Morgan Chase, Citibank, Mellon Bank and U.S. Bank. Through these contracts, agencies such as the Department of Defense (DoD) are able to obtain travel, purchase, fleet and integrated charge cards to support mission needs.

The current GSA SmartPay® master contracts will **expire November 29, 2008** after a 10-year contract, officially marking the transition to GSA's SmartPay® 2 (SP2) program. SP2 refers to GSA's program that will house the charge cards under new contracts. Travel cards will be turned off on November 29, 2008 and new cards will activate November 30, 2008. Since Bank of America chose not to bid on the upcoming contract, there will not be any chance of the two cards overlapping during the transition process, making every preliminary step critical to ensuring a smooth transition.

Throughout the transition, the Defense Travel Management Office (DTMO), which provides oversight for the DoD travel card program, will continue to issue newsletters and other helpful information to help ease into GSA's SP2 program. ■



Keeping Accounts Updated

DTMO wants to ensure that the transition to SP2 is as simple as possible for everyone involved. As with any planning process, any labor taken on early assists later in the course of action.

The most important feat Agency Program Coordinators (APC) can undertake at this time is updating account information for DoD travelers. For example, personal contact information should always be accurate, including - but not limited to - names, addresses, telephone numbers and social security numbers.

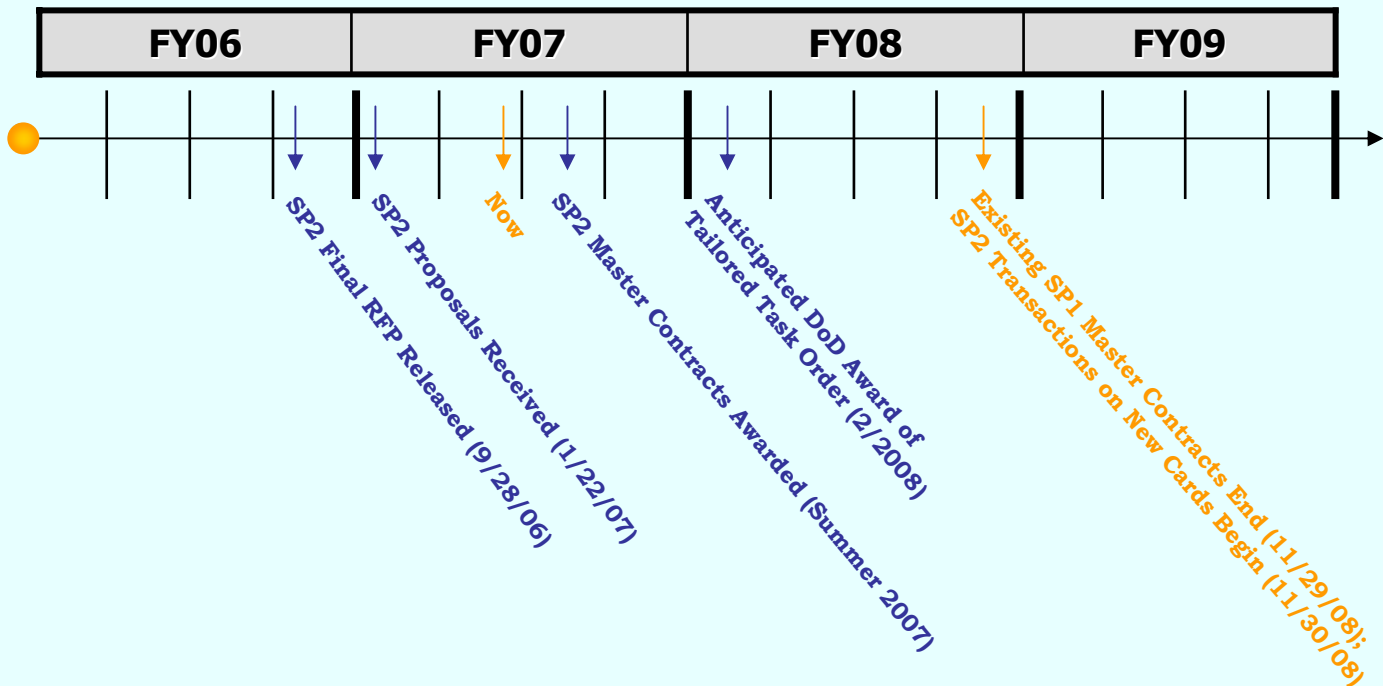
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How Will the Transition Affect Me?

APCs will need to:

- Ensure cardholder information is updated/correct in EAGLS
- Work Centrally Billed Account (CBA) delinquencies and negative balances
- Close inactive accounts (Individual Billed Accounts (IBAs) and CBAs)
- Work to ensure payments are made to move toward clearing all accounts in salary offset, Reduced Payment Plan, and delinquent and charged-off accounts
- Resolve all outstanding Prompt Payment Act (PPA) interest claims
- Review account listings to ensure the appropriate personnel are within your hierarchy
- Ensure the correct point of contact information (name, address, phone number, etc.) is on all accounts
- Identify Accounts (IBAs and CBAs) that currently have a credit balance and notify the cardholders (IBAs) to contact Bank of America for a credit balance refund and reconcile the CBAs to make certain negative balances are accounted for

SmartPay® 2 Transition Timeline



Keeping Accounts Updated

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In addition, APCs should keep a close watch on any delinquencies in payments. Watching delinquencies will help with the transition process.

Also, make sure all accounts that you have ownership of fall within your hierarchy. If you have a mismatched traveler in your hierarchy, APCs should move the account to the appropriate location.

Closing inactive accounts for infrequent travelers should also be completed to avoid problems that could occur after the initiation of the transition.

During Fiscal Year 2008, Bank of America, who currently maintains the travel card for DoD, will pass a master file with all of the updated accounts to the newly contracted bank. The new bank will be responsible for issuing the new travel cards to the DoD's active frequent travelers, making the upkeep of account information critical to a successful transition. ■



How Can I Get More Information?

GSA and DTMO will communicate many different ways throughout the transition process. However, if you need more information, the following resources can provide you with updated transition information:

- www.gsa.gov/gsmartpay
- Newsletter updates both from DTMO and GSA
- <http://www.defensetravel.dod.mil>
- Send questions to: dtmotc@dtmo.pentagon.mil